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To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
 Examiner: Hector A. AGDEPPA Sr. Paralegal – Intellectual Property  
 Group Art Unit: 2642

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Fax:	703-872-9306	Pages with Cover:	2
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**FORMAL SUBMISSION OF:**

- 1) Request for Continued Examination (RCE)  
Transmittal.

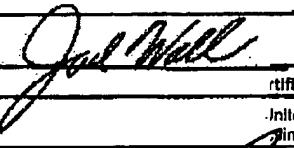
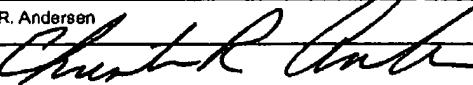
Title:	METHOD AND SYSTEM FOR CALL CENTER SCREENING
Serial No.	09/692,926
Filing Date:	October 20, 2000
First Named Inventor:	Douglas J. COWELL
Atty. No.	00-5019

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

Christian R. Andersen

Date of Transmission: January 19, 2005

<p style="text-align: center;"><b>REQUEST FOR CONTINUED EXAMINATION (RCE) TRANSMITTAL</b></p> <p>Address to:  <b>Mail Stop RCE</b>          Commissioner for Patents          P.O. Box 1450          Alexandria, VA 22313-1450</p>	Application Number: 09/692,926	Confirmation Number: 8386				
	Filing Date: October 20, 2000					
	First Named Inventor: Douglas J. Cowell					
	Group Art Unit: 2642					
	Examiner: Agdeppa, Hector A.					
	Attorney Docket Number: 00-5019					
	Attorney Customer Number: 32,127					
<p>This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application.</p> <p>Request for Continued Examination (RCE) practice under 37 C.F.R. § 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application.</p>						
<p><b>1. Submission required under 37 C.F.R. § 1.114:</b> <u>Note: If the RCE is proper, any previously filed unentered amendments and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise.</u> If applicant does not wish to have any previously filed unentered amendment(s) entered, application must request non-entry of such amendment.</p> <p>a. <input checked="" type="checkbox"/> Previously submitted. If a final Office action is outstanding, any amendments filed after the final Office action may be considered as a submission even if this box is not checked.</p> <p>i. <input type="checkbox"/> Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____</p> <p>ii. <input type="checkbox"/> Other _____</p> <p>b. <input type="checkbox"/> Enclosed:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">i. <input type="checkbox"/> Amendment/Reply</td> <td style="width: 50%;">iii. <input type="checkbox"/> Information Disclosure Statement</td> </tr> <tr> <td>ii. <input type="checkbox"/> Affidavit(s)/Declaration(s)</td> <td>iv. <input type="checkbox"/> Other _____</td> </tr> </table>			i. <input type="checkbox"/> Amendment/Reply	iii. <input type="checkbox"/> Information Disclosure Statement	ii. <input type="checkbox"/> Affidavit(s)/Declaration(s)	iv. <input type="checkbox"/> Other _____
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ii. <input type="checkbox"/> Affidavit(s)/Declaration(s)	iv. <input type="checkbox"/> Other _____					
<p><b>2. Miscellaneous</b></p> <p>a. <input type="checkbox"/> Suspension of action on the above-mentioned application is requested under 37 C.F.R. § 1.103(c) for a period of _____ months. (Period of suspension shall not exceed 3 months; fee under 37 C.F.R. § 1.17(i) required.)</p> <p>b. <input type="checkbox"/> Other _____</p>						
<p><b>3. Fees</b></p> <p>a. <input checked="" type="checkbox"/> The filing fee is calculated as follows:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">i. <input checked="" type="checkbox"/> \$790.00 RCE fee required under 37 C.F.R. § 1.17(e)</td> <td style="width: 50%;">ii. <input type="checkbox"/> Petition for extension of time for ( _____ Months) \$ _____</td> </tr> <tr> <td>iii. <input type="checkbox"/> Other _____</td> <td></td> </tr> </table> <p>b. <input checked="" type="checkbox"/> Check in the amount of \$ 790.00 enclosed.</p> <p>c. <input checked="" type="checkbox"/> The Commissioner is authorized to charge any deficiencies in the filing fees, or credit any overpayments to Deposit Account No. 07-2339.</p>			i. <input checked="" type="checkbox"/> \$790.00 RCE fee required under 37 C.F.R. § 1.17(e)	ii. <input type="checkbox"/> Petition for extension of time for ( _____ Months) \$ _____	iii. <input type="checkbox"/> Other _____	
i. <input checked="" type="checkbox"/> \$790.00 RCE fee required under 37 C.F.R. § 1.17(e)	ii. <input type="checkbox"/> Petition for extension of time for ( _____ Months) \$ _____					
iii. <input type="checkbox"/> Other _____						
<b>Signature of Applicant, Attorney, or Agent Required</b>						
Name: Joel Wall	Reg. No.: 25,648					
Signature: 	Date: January 19, 2005					
Certificate of Mailing or Transmission						
I hereby certify that this correspondence was mailed to the United States Postal Service as first class mail in an envelope addressed to Commissioner for Patents, MAIL STOP RCE, P.O. Box 1450	January 19, 2005					
Name: Christian R. Andersen						
Signature: 	Date: January 19, 2005					